



New York Relay

6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	1	0	0	2	0	1	0	0	0	0	0	4	3%
#01	Dial Out Time	0	0	0	0	0	0	0	0	2	1	0	1	4	3%
#02	Didn't Follow Database Inst.	0	2	0	1	0	0	2	0	0	0	6	0	11	8%
#03	Didn't Follow Cust. Instruct.	2	2	1	7	4	5	5	2	2	0	1	7	38	28%
#04	Didn't Keep Customer Informed	0	1	0	0	0	1	0	2	4	1	0	3	12	9%
#05	Agent Disconnected Caller	0	3	1	2	5	1	1	1	5	1	5	0	25	19%
#06	Poor Spelling	0	0	0	0	0	0	1	0	0	0	0	0	1	1%
#07	Typing Speed/Accuracy	0	0	0	1	0	0	1	0	0	0	0	0	2	1%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	1	0	1	1%
#09	Everything Relayed	0	0	0	0	0	0	1	0	0	0	5	0	6	4%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	2	0	0	2	1%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	1	1	1	1	0	0	0	2	1	4	2	13	10%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	1	0	5	0	1	2	0	1	1	3	1	15	11%
	TOTAL	2	11	3	17	12	8	14	5	16	7	25	14	134	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	0	0	0	1	0	0	0	0	1	2	8%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	1	0	0	0	2	1	0	1	5	3	0	13	54%
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26	Garbled Message	0	0	0	0	0	0	0	0	1	1	0	1	3	13%
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	3	0	0	0	0	0	0	1	0	2	6	25%
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	1	3	0	0	2	2	0	2	7	3	4	24	
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	1	0	0	0	0	0	0	0	0	1	25%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	0	1	0	1	0	0	0	0	1	3	75%
	TOTAL	0	0	0	1	1	0	1	0	0	0	0	1	4	
	TOTAL CONTACT	2	12	6	18	13	10	17	5	18	14	28	19	162	